

Which parts are relevant to you?



1. Making a complaint

2. Ways to complain

3. Handling complaints

4. Responding to complaints

5. Learning from complaints

6. Improving the experience

7. Feedback about complaining

8. Procedure review

Role	Do you support consumers & carers to complain?	Do you influence how & when complaints can be made?	Do you receive, record or process complaints?	Do you respond to or close complaints?	Do you review complaints data and reports?	Do you influence improvements as a result of complaints?	Do you try to improve the complaint experience?	Do you influence the end-to-end complaints process?
Frontline staff	✓	✓	✓					
LE - peer	✓	✓	✓					
LE – systemic ¹	✓	✓	✓	✓	✓	✓	✓	✓
Management ²	✓	✓	✓	✓	✓	✓	✓	
Quality/CLO	✓	✓	✓	✓	✓	✓	✓	✓
Executive	✓	✓	✓	✓	✓	✓	✓	✓
Committee ³	✓	✓	✓	✓	✓	✓	✓	✓

No. questions	20	18	9	26	23	5	7	4
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¹ LE - systemic = lived experience managers, consumer and carer consultants, anyone involved in responding to or learning from feedback

² Management = program managers, team leaders, NUMs, etc

³ Committee = any relevant governance body, e.g. lived experience advisory groups, feedback committees, quality/safety/leadership committees

✓ Very relevant to the role

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